



# CUSTOMER EXPERIENCE SOLUTIONS



The GDT Customer Experience (CX) practice transforms the way customers consume, operate and realize value from technology. They escort customers on a comprehensive software and hardware lifecycle journey by incorporating processes to help ensure they obtain the optimal benefits from two of their largest technological investments—hardware and software.

## MANAGING THE CUSTOMER JOURNEY

GDT has a talented and tenured team of professionals whose sole focus is to manage the full customer experience journey, including software lifecycle and adoption, and hardware asset management. In fact, we are one of the few network integrators that has built a technology practice strictly focused on managing customers' full lifecycle journey. And, our focus doesn't stop once the contract is signed.

### SOFTWARE LIFECYCLE & ADOPTION



**CUSTOMER SOFTWARE ADOPTION**



**SOFTWARE LICENSE MANAGEMENT**



**SUBSCRIPTION (SAAS) MANAGEMENT**



**ENTERPRISE SOFTWARE MANAGEMENT**



**CONSUMPTION REPORTING & MONITORING**

### HARDWARE ASSET MANAGEMENT



**ACTIONABLE SECURITY ALERTS**



**STREAMLINED INCIDENT MANAGEMENT**



**HARDWARE ASSET MANAGEMENT**



**SOFTWARE VERSION ALERTS**



**END-OF-SERVICE/LIFE ALERTS**

## SOFTWARE LIFECYCLE JOURNEY

### DISCOVER

GDT fully understands the customer's desired business outcomes to discover, and uncover, any software adoption barriers.

### EMBED

GDT creates an action plan to help align technology feature sets with impacted business processes.

### EDUCATE

Experts provide workshops to drive software adoption and help customers track utilization and management of all licenses.

### MONITOR

As a result of GDT's careful monitoring and attention to detail, customers know that software is being proactively managed.

## HARDWARE ASSET MANAGEMENT

**Virtual Network Discovery Platform** validates the customer's install base, regardless of manufacturer.

**Dedicated Lifecycle Specialists** meet monthly with customers to identify any items being added to the network and any being decommissioned.

**Identify ways to reduce OPEX and mitigate risk** by ensuring critical equipment is properly covered, or right-sized.

**GDT cleans and consolidates ship-to locations and contract numbers** to provide contract data via our intuitive, simple Customer Asset Management portal.

The GDT Customer Experience practice – helping customers ensure that two of its largest IT investments are producing optimal results at the most budget-friendly costs.

## WHY GDT?

Founded in 1996, GDT is an award-winning, technology integration partner. GDT specializes in designing, building, and delivering best-of-breed technology solutions for service providers, enterprise networks, data centers, and more.



**1B+** ANNUAL SALES



**850+** ASSOCIATES



**250+** CERTIFIED ARCHITECTS & ENGINEERS



**150+** MANAGED SERVICES ENGINEERS

## TOP STRATEGIC PARTNERSHIPS



**24+** YEARS IN BUSINESS



**185** COUNTRIES SUPPORTED



**4** ISO-CERTIFIED LOGISTICS & INTEGRATION CENTERS



**4** AI-ENABLED NETWORK OPERATION CENTERS

design IT. > build IT. > deliver IT. > manage IT.